



# healow E-MAIL LINK TELEVISITS GUIDE FOR PATIENTS

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This document describes how to join a healow® TeleVisits virtual appointment through an e-mail link provided by the practice.

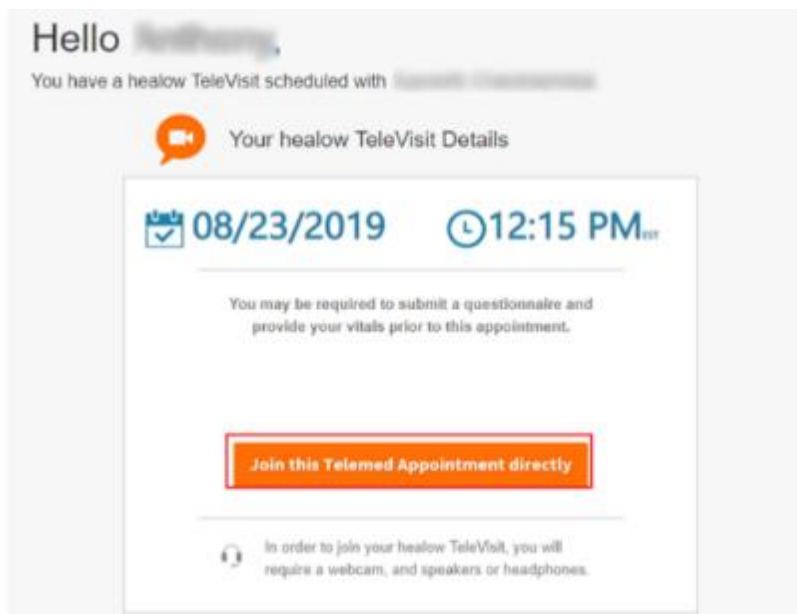
To join a televisit, you will need the following:

- A supported browser:
  - ♦ Google™ Chrome™ for macOS®, Windows®, Linux®, or Chrome OS™
  - ♦ Safari® for macOS
  - ♦ Firefox® for macOS, Windows, or Linux
  - ♦ Opera™ for macOS, Windows, or Linux
- A webcam and microphone (while using a desktop)

## Accessing a TeleVisit from an E-mail Link

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To access a healow TeleVisits appointment, click the *Join this Telemed Appointment directly* link sent by your practice to your e-mail address:



# Starting the TeleVisit

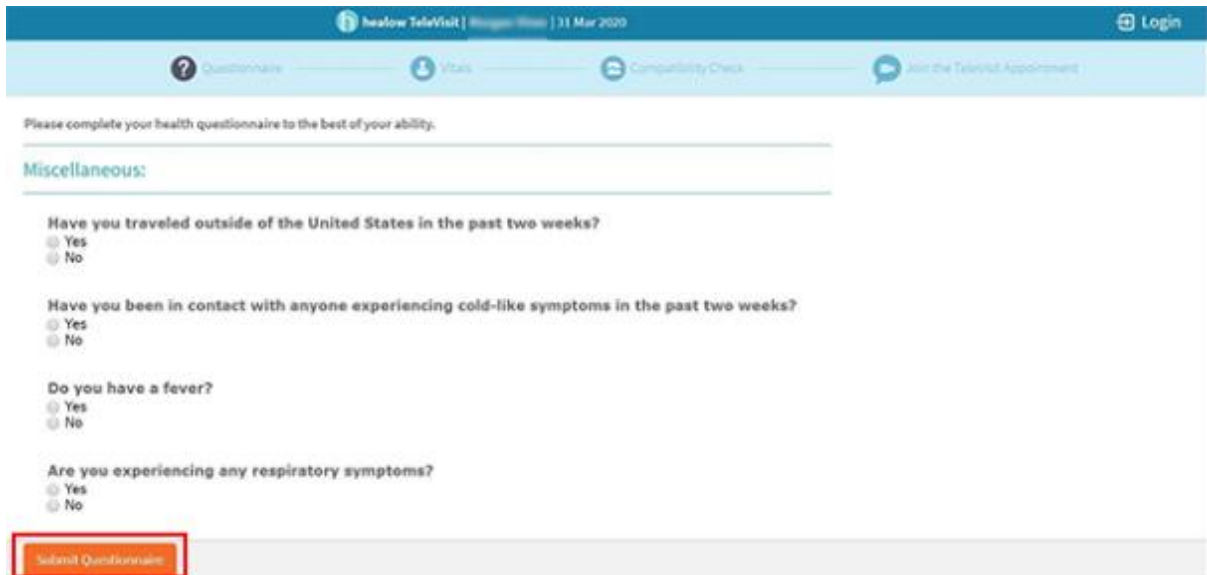
After you click the *Join this Telemed Appointment Directly* button in the e-mail, the healow TeleVisit window opens.

## To join the televisit:

1. On the healow TeleVisit window, answer the questions in the *Questionnaire* section.

**Note:** Questions are not mandatory; complete as much as you are able.

2. Click *Submit Questionnaire*:

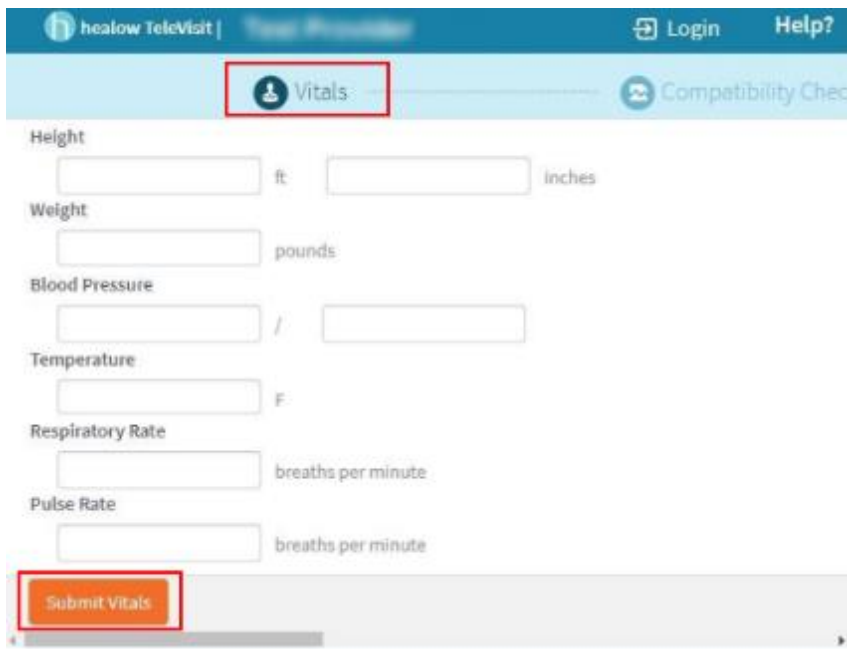


The screenshot shows the 'Questionnaire' section of the healow TeleVisit interface. The header includes the healow logo, 'healow TeleVisit | Register/View | 31 Mar 2020', and a 'Login' button. A navigation bar contains icons for 'Questionnaire', 'Vitals', 'Compatibility Check', and 'Join the TeleVisit Appointment'. Below the header, a message reads: 'Please complete your health questionnaire to the best of your ability.' The section is titled 'Miscellaneous:' and contains four questions, each with radio button options for 'Yes' and 'No':

- Have you traveled outside of the United States in the past two weeks?
- Have you been in contact with anyone experiencing cold-like symptoms in the past two weeks?
- Do you have a fever?
- Are you experiencing any respiratory symptoms?

A red box highlights the 'Submit Questionnaire' button at the bottom of the section.

3. Enter your vitals in the *Vitals* section and then click *Submit Vitals*:



The screenshot shows the 'Vitals' section of the healow TeleVisit interface. The header includes the healow logo, 'healow TeleVisit | View Provider', and buttons for 'Login' and 'Help?'. A navigation bar contains icons for 'Vitals' and 'Compatibility Check'. Below the header, the section is titled 'Vitals:' and contains several input fields for vital signs:

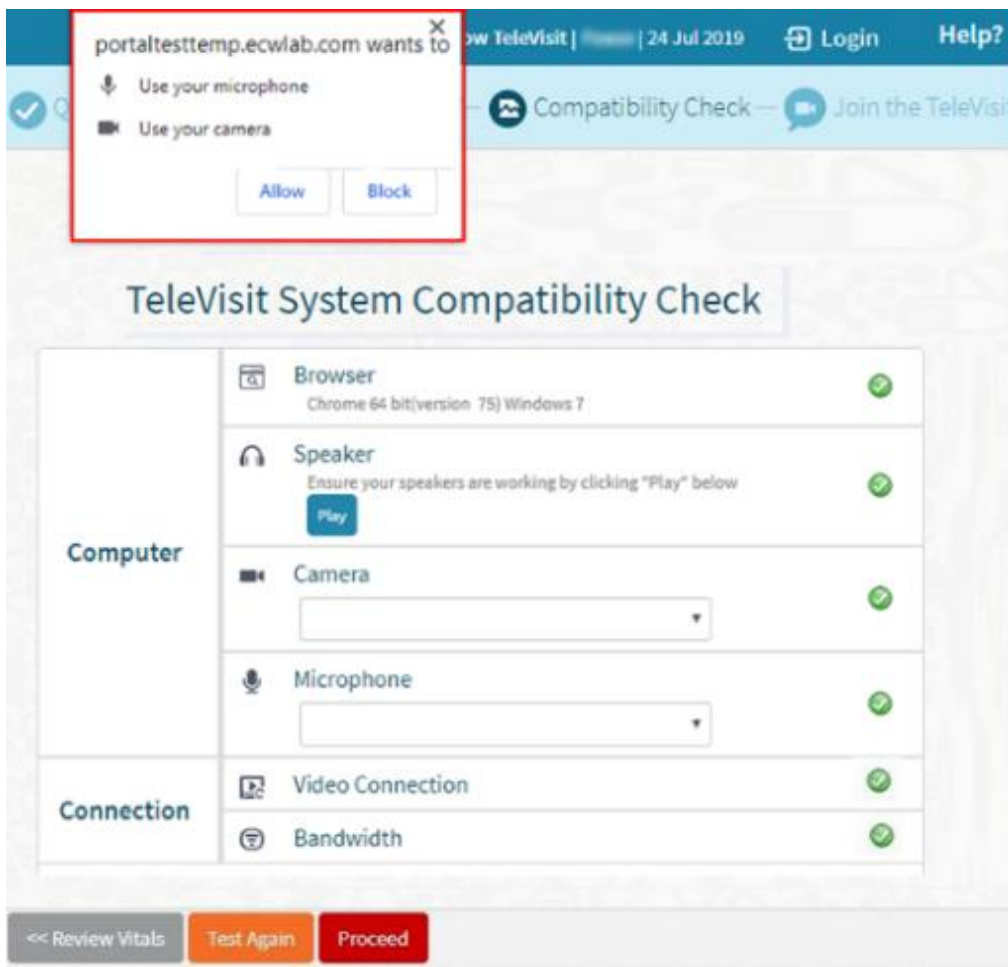
- Height: [ ] ft [ ] inches
- Weight: [ ] pounds
- Blood Pressure: [ ] / [ ]
- Temperature: [ ] F
- Respiratory Rate: [ ] breaths per minute
- Pulse Rate: [ ] breaths per minute

A red box highlights the 'Submit Vitals' button at the bottom of the section.

**Note:** Vitals are not mandatory; complete as much as you are able.

4. On the pop-up window, click *Allow*.

The healow TeleVisits system performs a compatibility check to make sure the necessary requirements, including the webcam, microphone, and Internet bandwidth, are compatible to join the televisit.

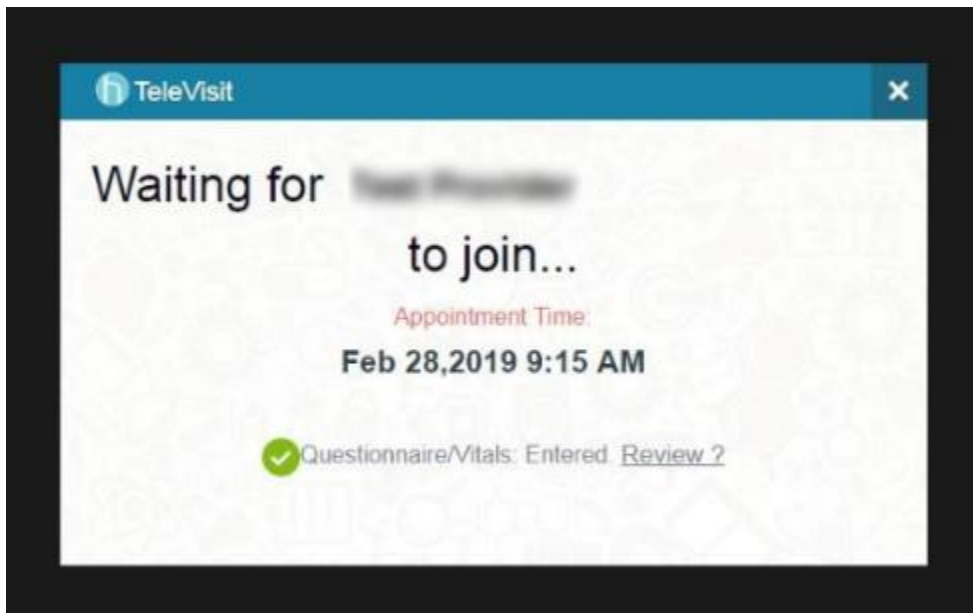


After the compatibility check is performed, the system responds with the following message: *The questionnaire and Vitals have been submitted successfully:*

5. Click *Start TeleVisit*:



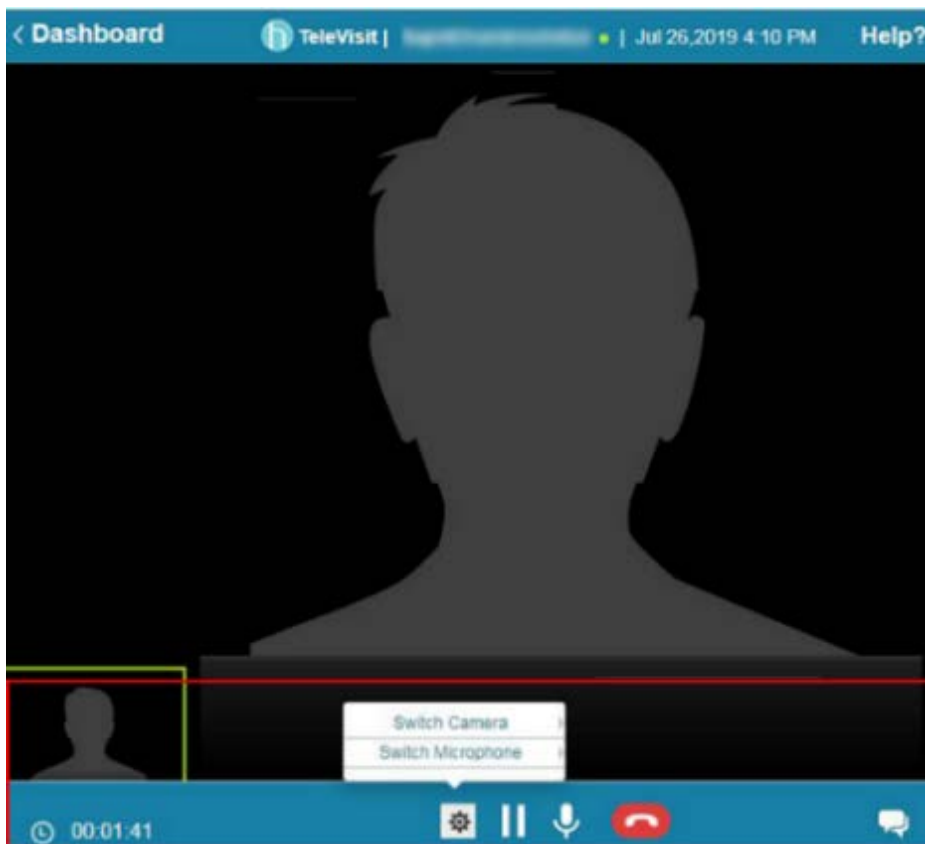
The virtual waiting room window opens, displaying the provider's name and appointment time. At the same time, the provider is notified about the televisit appointment:








When the provider joins the televisit, the *Provider and Patient Windows* opens.

The duration of the televisit displays on the bottom of the window.

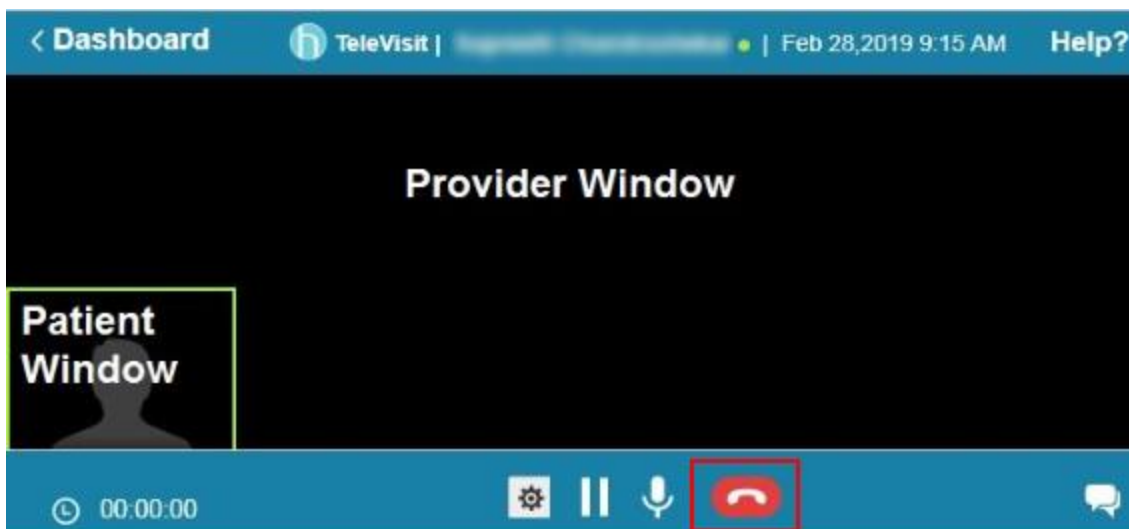
The healow TeleVisit window includes a viewing window, time duration, and camera and audio options:



The following table describes the features available on the TeleVisit window:

Features	Description
	Displays the duration of the visit
	Click the gear icon to view additional camera and microphone settings.
	Click to pause the visit.
	Click to mute your audio.
	Click to display the visit chat.

6. After the televisit is concluded, click the red phone icon at the bottom of the window to end the session:



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